

**FULL HOUSE
CUSTOMER PROTECTION INSURANCE
(TO BE GIVEN TO THE CUSTOMER)**

The Insurer agrees to indemnify the Insured in respect of the Insured Events occurring during the Period of Insurance of this policy subject to the payment of the premium and adherence to the Terms and Conditions of the policy.

This policy shall be read as one contract and any word or expression to which a specific meaning has been attached to any part thereof shall bear the same meaning wherever it may appear.

BENEFITS

INSURANCE	BENEFIT	PLUS! POLICY	STANDA RD POLICY
1. Loss or damage to items purchased.	Repair or Replacement of item.	Y	Y

DESCRIPTION OF BENEFITS

1. SPECIFIED RISKS

For what am I covered?

If during the Period of Insurance, the goods, as described in the Agreement and noted in the Schedule, are lost or damaged due to any accidental means or unexpected events, or lost as a result of theft from the Insured's residential or business premises, provided that the theft was accompanied by forcible and violent entry or exit to or from the Insured's premises, the Insurer will indemnify the Insured or its legal representative by the repair or replacement of the goods, or by payment of the Outstanding Balance in terms of the Agreement .

What is not covered?

1. Loss or damage or failure for which the manufacturer, supplier, or lessor is liable or which is covered by a standard maintenance contract or agreement.
2. Wear and tear;
 - a) Any process of cleaning, repairing or restoring;
 - b) Breakage of glass or of articles of a brittle nature unless caused by burglars, thieves or fire;
 - c) Scratching or other superficial damage to outer casing aerials or keypads;
 - d) Damage or deterioration caused by the action of light, atmospheric conditions, moth, vermin or any gradually operating cause;
 - e) Confiscation or detention by customs or any process of law;
 - f) War, riot, civil commotion and the like risks;
 - g) Legal liability of any description whatsoever.
3. Unexplained disappearance.
4. Theft from any unlocked and/or unattended vehicle unless the following conditions are complied with:
 - a) where such motor vehicle has a luggage compartment and / or boot;
 - b) The Property Insured shall be kept locked securely in such luggage compartment and entry into such luggage compartment and/or boot must be obtained by actual visible and forcible means.
5. Theft from any residential or business premises unless accompanied by forcible and violent entry and / or exit.
6. Loss of or damage to batteries and Sim Cards.
7. Mechanical and electrical breakdown or erasure/corruption of data, or defects in design or manufacture, or failure of batteries.
8. Any consequential loss of whatsoever nature.

How much am I covered for?

1. **Partial damage** - where the equipment can be repaired the Insurer will pay the costs reasonable incurred to restore it to the state it was in immediately before the occurrence of the incident. Should such costs exceed 60% of the replacement cost, the equipment will be replaced.
2. **Total Loss** - where the Equipment is lost or damaged beyond repair, the Insurer will elect to indemnify you by replacement of the equipment with a similar type, or repayment up to the sum insured as stated in the Agreement.

What goods are covered?

All items stated in the Agreement of purchase.

2. DEFINITIONS

The Insured shall mean the Person who has entered into an Instalment Sale Agreement with the Seller.

The Insurer shall mean Guardrisk Microinsurance Limited, FSP Licence number 51674.

The Seller shall mean Full House Retail Limited.

The Agreement shall mean the Instalment Sale Agreement entered into between the Insured and the Seller for the purchase of goods in terms of the goods supplied to the Insured by the Seller under a sale transaction in terms of a credit transaction as defined in the National Credit Act and wherein the Insured has been granted an Instalment Credit by the Seller.

Outstanding Balance shall mean the balance owing to the Seller under the terms of the Agreement as at the date of destruction or loss of the goods and which amount would have been owing had regular payments been maintained of every instalment under the agreement.

Period of Insurance shall mean the duration of the Agreement, or should the Insured settle the Outstanding Balance in full, the date of settlement of the Outstanding Balance of the Agreement.

The Sum Insured shall mean "The Outstanding Balance" on the Agreement.

Commencement Date shall mean the date the Instalment Sale Agreement is entered into.

TERMS AND CONDITIONS

5. GENERAL EXCEPTIONS

1. This policy does not cover loss, damage or liability directly or indirectly caused by or related to or in consequence of:
 - a) civil commotion, labour disturbances riot, strike, lockout or public disorder or any act or activity which is calculated or directed to bring about any of the above;
 - b) war, invasion, act of foreign hostilities or warlike operations (whether war be declared or not) or civil war; mutiny, military rising or usurped power, martial law or state of siege or any other event or cause which determines the proclamation or maintenance of martial law or state of siege; insurrection, rebellion or revolution;
 - c) any act (whether on behalf of any organisation, body of person or groups of persons) calculated or directed to overthrow or influence any state or government or any provincial, local or tribal authority with force or by means of fear, terrorism or violence;
 - d) any act which is calculated or directed to bring about loss or damage in order to further any political aim, objective or cause or to bring about any social or economic change or in protest against any state or government or any provincial, local or tribal authority or for the purpose of inspiring fear in the public or any section thereof;
 - e) Any attempt to perform any act referred to in clause (c) to (f) above;
 - f) The act of any lawfully established authority in controlling, preventing or suppressing or in any other way dealing with any occurrence referred to in clauses (a), (b), (c), (d), (e) or (f) above. If the Insurer alleges that by reason of clauses (a) to (f) above of this exception, loss or damage or liability is not covered by this Policy the burden of proving the contrary shall rest on the Insured.
2. Any occurrence for which a fund has been established in terms of the War Damage Insurance and Compensation Act 1976 (Act no. 85 of 1976) or any similar Act applicable to the territories to which this Policy applies.
3. Nuclear weapons, material ionising, radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purposes of this exception only combustion shall include any self-sustaining process of nuclear fusion.
4. Consequential loss of any description or delay.
5. Earthquake, whether caused by mining operations or otherwise, subterranean fire, volcanic eruption or other convulsion of nature, tidal wave, subsidence or landslide.
6. An insured event occurring elsewhere than in Africa, South of Latitude, 15 degrees South excluding Angola, Malawi, Mozambique and Zambia unless otherwise stated in a section.

6. GENERAL CONDITIONS

1. This policy shall be voidable in respect of any item or section in priority to the policy as a whole if:
 - a) there is misrepresentation, misdescription or non-disclosure of any material information;
 - b) insurable interest - the Insured's interest ceases except by will or operation of law unless such alteration has been accepted by the Insurer;
 - c) Breach of Warranty - the Insured breaches any warranty.

2. Prevention of loss - the Insured shall take all reasonable precautions for the maintenance and safety of insured property and for the prevention of accidents or losses.
3. Other Insurances: The Insurer shall not be liable to contribute more than its rateable proportion of the loss where there is another Policy in force covering partially or fully an insured event also insured by this Policy;
4. Fraud - if any claim under this Policy is in any respect fraudulent or if any fraudulent means or devices are used by the Insured or anyone acting on his/her behalf to obtain any benefit under this Policy or if any loss or damage or liability be occasioned by the wilful act of or with the connivance of the Insured all benefits under this Policy in respect of such claim shall be forfeited.
5. Jurisdiction - this Policy is subject to the laws of the Republic of South Africa whose courts shall have the sole jurisdiction to the exclusion of the courts of any other country.
6. No benefits shall apply under this policy unless the Insured has complied with all his obligations under the Agreement and all Instalments due have been paid in full up to and including the date of loss or are brought fully up to date, together with interest on arrear amounts, within 30 days of the date of the loss.
7. You may not transfer the benefits of this contract to anyone else.

7. EXCESS

Should an insured item be replaced under this policy, the excess payable by the insured in any subsequent claim for replacement of the replaced insured item, will be equal to 10% of the claim, maximum R1 000 whichever is the lesser.

8. PREMIUM PAYMENT

Refer to the Credit Agreement for the premium amount. Monthly premiums are due at the beginning of each month. A grace period of 15 days is allowed for payment after the due date. If payment is not received by the end of the grace period, cover will cease from the due date. If it is a new monthly policy, the 15 (fifteen) day grace period will start from the beginning of the second month of the currency of the policy.

8. CLAIMS PROCEDURE

- a) The Insured must inform the Seller within fourteen days in writing of the happening of the event and provide the agent with all required information.
- b) In the event of cellular phones being lost or damaged,
 - all details must be filled in, including the IMEI 14 digit number. If the Insured does not know the number the regional office (0215264300) can be contacted and same can be retrieved from the ITC/EIR Central Registry or Billing Information. No theft claims will be accepted by the Seller without this number.
 - in the event of the cellular phone being water damaged, it should be taken to a Repair centre as soon as reasonably possible, to prevent corrosion damage.
 - All parts (damaged or not) must be handed in to avoid insured having to pay "extras" such as missing batteries, charges, transformers etc. No claim will be paid out if the cellular phone is not provided.
- c) all theft losses must be reported to the police and all practical steps should be taken to identify the guilty party and recover the stolen or lost property.

The Claimant must lodge a Claim at the nearest Full House store or contact (021) 526-4300 or email claims@mackenzie.co.za

9. COOLING OFF PERIOD

You are entitled to cancel your policy in writing to the Insurer within 14 days after the date of receipt of your policy documentation or from the reasonably determined date on which you received your policy documentation. Please note that you may only cancel this policy within 14 days where no benefit has yet been paid or claimed or the event insured against under the policy has not yet occurred. All premiums that were paid up to the date that the Insurer receives your written notice of cancellation will be refunded to you. Your request for cancellation shall be completed by no later than 31 days after the Insurer receives your cancellation notice.

10. CANCELLING OF COVER

This policy may be cancelled at any time by either party giving 31 (thirty-one) days' notice thereof in writing.

11. TIME BAR ON CLAIMS

Please note that the procedure for instituting claims is included in your Policy.

In the event of your claim being rejected and a claim rejection letter being sent to you, you have a period of 90 days in which to make a representation directly to the Insurer. Should you make a representation within the 90-day period, the Insurer has within 45 days of receiving the representation, to notify you of their final decision after reviewing the representation. Should you be dissatisfied with the Insurer's decision, you have a period of 6 months in which to institute legal action. You may lodge a complaint with the Ombudsman for Short Term Insurance on the details listed below.

12. COMPLAINTS PROCEDURE

Please note that all complaints can be forwarded to the Insurer's Compliance Officer who will forward the matter to the responsible department for investigation. Once the matter is resolved, the outcome will be communicated to you. If you are satisfied with the response, the matter is concluded.

Insurer's Compliance Officer details:

Guardrisk Microinsurance Compliance Officer
Guardrisk Microinsurance Limited

P O Box 786015, Sandton, 2146
Email: compliance@guardrisk.co.za
complaints@guardrisk.co.za

Tel: +27 11 669 1000

Should you be dissatisfied with the response, the Ombud for Short Term Insurance may be contacted

13. CONFLICT OF INTEREST POLICY:

The Administrator has adopted a Conflict of Interest policy, which is available on the website, www.fullhousefurniture.co.za or on request at a Full House store.

14. PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

Your privacy is of utmost importance to the Insurer. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner.

You hereby agree to give honest, accurate and up-to-date Personal Information and to maintain and update such information when necessary.

You accept that your Personal Information collected by the Insurer may be used for the following reasons:

1. to establish and verify your identity in terms of the Applicable Laws;
2. to enable the Insurer to fulfil its obligations in terms of this Policy;
3. to enable the Insurer to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
4. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

You acknowledge that any Personal Information supplied to the Insurer in terms of this Policy is provided according to the Applicable Laws.

Unless consented to by yourself, the Insurer will not sell, exchange, transfer, rent or otherwise make available your Personal Information (such as your name, address, email address, telephone or fax number) to any other parties and you indemnify the Insurer from any claims resulting from disclosures made with your consent.

You understand that if the Insurer has utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with Guardrisk within 10 (ten) days. Should Guardrisk not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator.

15. VARIATIONS

This Policy is issued on the basis that the statements and information made and set forth in the Application Form and all declarations made in respect thereof are true and correct and constitute a full disclosure

of all facts and circumstances likely to materially affect the assessment of the risk at the time of the issue of this Policy.

The Insurer reserves the right to Vary, add or change the terms and conditions of this Policy after the first 12 (twelve) months from the Commencement Date by giving 31 (thirty-one) Days written notice of its intention to do so to the Insured. Any Variations and or changes will be binding on both the Insurer and the Insured and can be applied at any time after the first 12 (twelve) months from the Commencement Date to the existing terms and conditions of the Policy, after written communication of these changes has been sent to the Insured's last known address as it appears in our records at that time.

No act or omission to act by the Insurer or any officer or employee of the Insurer shall be deemed to be a representation on behalf of the Insurer upon which the Insured or the Insured's heirs, executors or assigns are entitled to act.

16. NOTICE OF DISCLOSURE

Important - Please read carefully

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. Your Intermediary/Administrator

Name: Full House Retail (Pty) Ltd
Reg No.: 1988/060019/07
FAIS Licence Number: FSP 26/10/4441
Physical Address: 4 Alternator Ave, Montague Gardens, Cape Town, 7442
Postal Address: PO Box 36562, Chempet, 7442
Telephone Number: +27 21 526 4300
Fax Number: +27 21 555 3970

Legal Status

We, Full House Retail (Pty) Limited, are a company incorporated in terms of the South African company legislations and we have an intermediary agreement with Guardrisk Insurance Company Limited.

We do not have Professional Indemnity Insurance Cover.

Full House earns a commission of 20% of the Gross Written Premium.

2. The Insurer (underwriter) with whom your policy is placed

Name: Guardrisk Microinsurance Limited
Reg No.: 1991/005238/06
FAIS Licence Number: FSP 51674
Physical Address: The Marc, Tower 2, 129 Rivonia Road, Sandton, 2146
Postal Address: PO Box 786015, Sandton, 2196
Telephone Number: +27 11 669 1000
Compliance Officer: +27 11 669 1000 or compliance@guardrisk.co.za

Type of Policy: As per the attached policy wording

15. Other matters of Importance

- a) You must be informed of any material changes to the information referred to in paragraphs 1 and 2 above.
- b) If the information in paragraphs 1 and 2 was given orally, it must be confirmed in writing within 30 days.
- c) If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the FAIS Ombud.
- d) Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating a claim.
- e) If premium is paid by debit order:
 - i) it may only be in favour of one person and may not be transferred without your approval; and
 - ii) the insurer must inform you at least 31 days before the cancellation thereof; in writing of its intention to cancel such debit order.
- f) The insurer and not the intermediary must give reasons for repudiating your claim.
- g) Your insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.
- h) You are entitled to a copy of the policy free of charge.

16. Warning

- a) Do not sign any blank or partially completed application form.
- b) Complete all forms in ink.
- c) Keep all documents handed to you.
- d) Make notes as to what is said to you.

- e) Don't be pressurised to buy the product.
- f) Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance.

17. Particulars of the Short-Term Insurance Ombudsman

Postal address: PO Box 30619, Braamfontein, 2017
Telephone number: +27 11 726 8900
Fax number: +27 11 726 5501

The Ombudsman is available to advise you in the event of insurance claims problems which are not satisfactorily resolved by the Intermediary.

18. Particulars of the Fais Ombud

Postal address: PO Box 74571, Lynwood Ridge, 0040
Telephone number: +27 12 470 9080/99
Fax number: +27 12 348 3447

If your intermediary / FSP was unable to resolve a complaint about an insurance product purchased, varied, replaced or terminated, you may submit a complaint to the FAIS Ombud

7. Particulars of the Financial Sector Conduct Authority

Postal address: PO Box 35655, Menlo Park, 0102
Telephone number: 012 428 8000
Fax number: 012 346 6941
Contact centre: 080 011 0443 / 080 020 2087
Email: info@fsca.co.za

If any insurance complaint to the Intermediary / FSP or Insurer is not resolved to your satisfaction, you may submit the complaint to the Financial Sector Conduct Authority.

8. Particulars of the Information Regulator

(For personal information breaches)
Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone: +27- 010- 023- 5200
Cell number: +27- 082- 746- 4173
Email address: complaints.IR@justice.gov.za



31/08/2021i